

## ***HEALTH BENEFITS E-NEWS***

*Department of Human Resource Management  
Office of Health Benefits*

*March 10, 2017*

### ***Clarification on Mailing of COVA Care Member Handbooks***

By now you have likely received supplies of the COVA Care Member Handbook at your agency. Please distribute as soon as possible to your employees enrolled in COVA Care. As we indicated, supplies were sent using the BES counts at agency locations, so you may have extras. If you need additional copies, please complete the [Materials Order Form](#) and fax to Commonwealth Mailing at the number shown on the form. Both the 2016 COVA Care and COVA HealthAware Member Handbooks are online at [www.dhrm.virginia.gov/healthcoverage/planhandbooks](http://www.dhrm.virginia.gov/healthcoverage/planhandbooks).

Distribution of Member Handbooks is not optional. Health plans are required to provide Member Handbooks to participants. Providing online access does not fulfill this requirement.

Thank you for your assistance.

***Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at [ohb@dhrm.virginia.gov](mailto:ohb@dhrm.virginia.gov)***